

Subject: Issuing Food Benefits without Caregiver/Adult Client Present

Effective Date: October 1, 2019

Revised from: October 1, 2018

Policy: WIC food benefits may be issued without a Caregiver/Alternate Caregiver/adult client physically present in limited situations as listed in the procedure.

This policy addresses situations other than certification and mid-certification appointments. Policy [CRT 03.01.00 Exceptions to Being Physically Present](#) deals with the requirement for clients being present for certification and mid-certification appointments. See also [eWIC FCI 04.04.00](#) Voiding and Replacing Benefits.

As per policy [ADM 07.02.02](#), the client or caregiver's identity must be verified before any requested changes or actions may be taken.

Reference: CFR §246.12(r)

Procedure:

1. Use the following table to determine if food benefits may be issued without a Caregiver/Alternate Caregiver/adult client present. Note that "month" always refers to the current benefit period, not a calendar month. The scenarios listed in the table below are not all inclusive, and there may be other scenarios where benefits may be issued remotely. If local agency staff have questions about a scenario not listed, contact the state agency lead for further guidance.
2. On the "KWIC Issue Benefits" window, mark the "Not Present" checkbox. (KWIC will create a "eWIC Benefits-Not Present" contact.)
3. Document the reason for issuance without the Caregiver/Alternate Caregiver/adult client being present by creating a KWIC note.

WHEN...	THEN ...
Clinic is cancelled for reasons out of the local agency's control (e.g., inclement weather, catastrophe)	Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.
The client has received a formula change, has unredeemed formula in their WIC account for the current benefit period and has no containers from the current benefit period to exchange, AND The agency staff has attempted to contact the healthcare professional and/or received the required documentation for the formula change	Issue the equivalent of the unredeemed formula benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present. Note: If the client has unopened cans of formula from the current benefit period to exchange, the formula must be returned to the local agency before those benefits can be

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and spoken with the Caregiver/Alternate Caregiver. Refer to FCI 02.01.05 .	replaced. If the client has both unredeemed formula and containers to exchange, have the Caregiver/Alternate Caregiver come to the clinic to return the formula and complete the entire reissue formula process.
<p>The Caregiver/Alternate Caregiver/adult client requests a:</p> <p>Change in formula quantity for a breastfeeding infant or to change entirely to a formula fed package.</p>	<p>First, all breastfeeding women requesting formula should be offered breastfeeding support.</p> <p>If she declines, modify both mother and infant food packages per the request, as if she were physically present. This may occur even if benefits have already been redeemed.</p>
<p>The Caregiver/Alternate Caregiver/adult client requests a:</p> <p>Food package change for the current issuance month if nothing has yet been redeemed, e.g. change to lactose-free milk or other preferences, OR</p> <p>Food package change for future issuance months.</p>	<p>Void current and future issuances. Modify the food package and issue altered benefits for current and future months that had been already issued.</p> <p>Note: Access the Assign Food Package window to see if more months have a food package assigned, but not yet issued. Modify those months also.</p> <p>Note: Except for formula changes, a food package for the current month may not be changed if any benefit has already been redeemed.</p>
The client has a 30 day temporary certification due to a missing proof of <u>income</u> or <u>residency</u> , and has now submitted the proof via email, text, fax or mail prior to the 30 day temporary certification expiration date.	<p>Contact the Caregiver/Alternate Caregiver/adult client to inform that future months benefits will be issued and verify that the current food package information is correct.</p> <p>Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.</p>
Clients have completed on-line secondary nutrition education as described in eWIC NED 02.02.01 Completing Low Risk Second Nutrition Education and Issuing Food Benefits without a Client Present.	Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.

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<p>The client has rescheduled a secondary nutrition education (low- or high-risk) or mid-certification appointment AND</p> <p>There will be a break of benefits of \geq two weeks before the rescheduled appointment.</p>	<ul style="list-style-type: none"> • Issue one month of benefits AND • Schedule an appointment, e.g. for the following month, when the remaining benefits may be issued. <p>Note: Benefits beyond the one month may not be issued until the client/Caregiver/Alternate Caregiver returns to clinic.</p>
<p>Clients have completed a scheduled high risk secondary nutrition education contact via phone or webcam as allowed in NED 02.03.00 Nutrition Education Contact – Second, High Risk.</p>	<p>Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.</p>
<p>The Trigger Topic does not extend the available benefits beyond 3 months for pregnant women because clinics are encouraged to provide additional education to pregnant women. However, if a pregnant woman's educational requirements have been met, and clinical judgment indicates there is no need to bring the client back for more education, you may issue benefits remotely.</p>	<p>Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.</p>
<p>Clinic schedule is such that the nutrition education appointment will be four months after the cert/mid-cert.</p>	<p>At the cert/mid-cert appointment, issue 3 months of benefits. As suitable to the local agency, make a personal note or reminder to issue 4th month remotely and notify client that benefits have been loaded to their account.</p>
<p>The client has received the required education and the benefits do not extend to their next appointment.</p>	<p>Issue the benefits each client would have received if the Caregiver/Alternate Caregiver/adult client was physically present.</p> <p>Note: If clinics are using Trigger Topics correctly, with the exception of pregnant women, this situation should not occur very often. Refer to policy NED 02.02.00.</p>